

C1 --In an alternate embodiment, the server 12 connects to the paging service 28 using a dial-up phone line. A modem is connected to the server 12 and a second modem is connected to the paging system 28 such that a dial-up connection is established to transmit data using vendor specific protocol at rates varying between, for example, 2.8 and 28.8 Kbps/sec. In this way, the HTML code containing the requested directions and the user's PIN number can be transmitted as required in step 216 without the use of the IP protocol.--

Please replace the paragraph beginning on page 13, line 5 with the following rewritten paragraph:

C2 --In yet another alternate embodiment of the present invention, illustrated in Figure 4, rather than sending the text based directions to a user's paging system, the server 12 processes the directions with a text-to-speech processor 56, the output of which is downloaded into a user's voice mailbox. Again, Lucent Technologies, Inc.'s DEFINITY ECS call center system and CONVERSANT software is preferably used. Instead of accessing a paging service, however, the server uses a telephone dialer 58 to connect to the user's voice mail system 52. (It is understood that in this embodiment, instead of requesting the user's paging service and pin number, the information request page 40 prompts the call taker for a telephone number corresponding to the user's voice mail system 52 instead of pager information.) Upon successful connection with the user's voice mail system, the server 12 outputs the

2 generated speech, whereby the audio directions are sent to and stored by the user's voice mail system 52 for reference by the user at a later time.--

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